

**FCDJFS Ohio Work First – Work Activities Services and Management
(25-15-RFP-01 WFD)
Question & Answer Document - FINAL**

Pre-Bidders' Conference Q&A:

1. Is the FCDJFS looking for one Selected Provider to perform all activities, or will multiple awards be used to serve all customers?

ANSWER: FCDJFS is seeking to award one contract.

2. On page 5 of the RFP, there is a list of criteria for WEP Sites. Do all sites need to meet all listed criteria?

ANSWER: No, every WEP site is not required to meet every criteria listed on page 5. However, the selected provider must assure that they have sites that cover the each of criteria listed to assure appropriate and timely placement of referred customers.

3. It is noted that FCDJFS will purchase bus passes for the Selected Provider to distribute. Will gas cards be available to assist customers with access to a vehicle but who lack funds for gas?

ANSWER: No.

4. Will the required template for the proposal narrative be available in Word format?

ANSWER: Yes, the word format of the necessary documents is now posted on the website.

5. Should the proposal narrative be single- or double-spaced?

ANSWER: The proposal can be either single or double spaced but must be within the maximum page limit of 25 pages.

6. I'm responding back to the TANF proposal to obtain the required documents.

ANSWER: See answer #4

7. p. 3 Required Hours - "Once and OWF customer is determined 'Work Required' and completes the Applicant Job Search they must participate for a prescribed number of hours..."
Could there be individuals that have been determined "Work Required" and not complete Applicant Job Search?

ANSWER: Yes, it is possible. Those would likely be individuals who are employed or are in a vocation/education program. Those individuals would either not be referred to the selected provider for services at the time of eligibility or would not be required to attend Applicant Job Search.

8. p. 9 At a minimum the Selected Provider will be required to Document, track and report the following retention information for each customer: Benefits available
What is the definition of benefits?

ANSWER: The definition of benefits is Health Insurance

9. Please clarify what system the vendors Electronic Case Management System will be transferring the data to. Please include the technical specs of this systems interface, including data elements and format (xml, CSV), and the method of transfer (web service, SFTP, etc).

ANSWER: Data from the vendors system will not be uploaded to an internal FCDJFS system. The vendor must be able to export data into excel or a csv file. The vendor must be able to transfer data to FCDJFS via email or through access to the vendor's system. FCDJFS must have access to the vendors system for review, reporting, and exporting of data

10. Is the FCDJFS requesting the vendor be open to modify their Case Management system at any point in time during the contract with additional functionality or data types? How would system modification costs be billed back to FCDJFS when these requests are made?

ANSWER: Dependent on the bidder's proposal FCDJFS may request modifications to the case management system at the time of contract negotiations and possibly throughout the term of the contract. The bidder should include a line item of costs for such modifications. Should the modifications not be needed or exceed the original projection it is possible to seek a contract amendment.

11. Does the FCDJFS currently have a client portal in production that allows participants to report hours, or is this a new function being requested for this proposal. If it is existing would the winning vendor be able to continue use of this system.

ANSWER: The current vendor has their own system that is in use now. FCDJFS does not have a client portal available for use for reporting of hours. The electronic timekeeping system is the responsibility of the bidder.

12. Please clarify who is considered the supervisor for hourly approval of the client-entered hours.

ANSWER: This is dependent on the service delivery structure proposed by the bidder. However, the supervisor must be someone who can verify that the hours entered by the customer are accurate.

13. Is this an annual fixed fee contract, or a price per individual served contract

ANSWER: This will be determined at the time of contract negotiations dependent on the structure proposed by the bidder.

14. The RFP indicates a unit cost structure of reimbursement, how does the state plan to compute unit cost? Is it the proposer's total price divided by the estimated caseload [1700] or some other calculation?

ANSWER: This will be determined at the time of contract negotiations dependent on the structure proposed by the bidder.

15. Will the Department release a version of the RFP in Word to make it easier to insert content into attachments as required? For example, Attachment F, Part II does not allow for input. Alternatively, with the Department allow vendors to submit documents formatted to answer the questions in lieu of the form?

ANSWER: See response to question #4

16. The Department references placement and management of approximately 1700 cases annually, what does the Department estimate as the caseload number at the start of the contract on October 1, 2014?

ANSWER: The caseload size fluctuates monthly. FCDJFS has approximately 1700 individuals receiving OWF who are work required. Not all customers are referred to the selected vendor. The estimated caseload that the selected vendor should be prepared for at the contract start approximately 1200.

17. Has the Department identified a suggested transition time frame to transition cases and accommodate participant needs?

ANSWER: The selected vendor must be prepared to implement services on October 1, 2014.

18. Please confirm that vendors are not responsible for applicant job search services.

ANSWER: The selected vendor is responsible for applicant job search services.

19. If vendors are not responsible for applicant job search who is?

ANSWER: See response to question #18

20. FCDJFS indicates it will have staff onsite to assist with child care. Is the Department providing space for OWF vendor program services? If so, how many vendor staff can the Department accommodate at its' location(s)?

ANSWER: No, the selected vendor is responsible for securing a location(s) for program services.

21. Is there a current vendor for these services or is this a new contract? If there is a contract, what are the service level agreements and negotiated unit rates?

ANSWER: There is a current contract for the management of the Work Experience Program. That contract is a cost reimbursement with monthly performance standards. Please note the scope of this RFP is broader than the current contract and that the payment structure will not be the same.

22. Are there any expectations for the provider regarding meeting performance levels for the deliverables; i.e. 50% WPR or 50% employment placement, or should vendors just expect to report on activities and services as the deliverable?

ANSWER: Yes, there are expectations for the successful performance and delivery of contracted services. The selected vendor will not have a performance measure of meeting a work participation or placement rate. However, the selected vendor will be evaluated on how effectively their service delivery model allows for customers to successfully complete all required participation hours and activities and the placement and retention of individuals into employment. The specifics will be negotiated with the selected vendor.

23. What is the Franklin County OWF work participation rate for the last 4 quarters?

ANSWER:

| | | |
|-----------------------|----------------------|-----------------------|
| May 2014- 58.27% | April 2014-58.94% | March 2014- 56.67% |
| February 2014- 55.29% | January 2014- 54.87% | December 2013- 54.02 |
| November 2013-55.40% | October 2013-54.50% | September 2013-53.46% |
| August 2013-52.58% | July 2013-52.04% | June 2013-49.13% |

24. If the expected number is 1700 for a single contract, is it acceptable for multiple agencies to apply together as a collaborative partnership (with one agency listed as the lead applicant)?

ANSWER: Yes, it is acceptable for multiple agencies to apply together as a collaborative partnership with one agency listed as the lead applicant. Please note, if selected the lead applicant will be awarded the contract and will be responsible for the service delivery, invoicing and monitoring all subcontracted partners. See the RFP and the draft contract boilerplate for the requirements of partnerships and subcontracts.

25. Please provide historical employment placement and retention rates for the OWF caseload for the last 3 years.

ANSWER:

2013: Placements: 1547
Average Wage: \$9.09/hr
Average Hours: 30/week

2014: Placements: 109
(Q1) Average Wage: \$9.22/hr
Average Hours: 29/week

Post-Bidders' Conference Q&A:

No questions were submitted by the deadline of 7-29-14.

This serves as the final posting of the Q&A Document